Enterprise Change Management (ECM) Tool - Frequently Asked Questions

1. What is the ECM Tool?

The Enterprise Change Management Tool is a web-based application that allows Application Teams to submit formal Change Requests to FSA Data Centers (VDC). The Tool is the official FSA repository containing the data of record on all Enterprise Change Activity at the FSA Data Centers (VDC).

2. Do I need access to the Tool?

If you are a member of an application Team that coordinates change requests with the VDC, you should have access to the ECM Tool. Additionally, members of Data Centers that deal with requests submitted by application Teams and other Enterprise stakeholders who need to be aware of Change Activity should gain access to the ECM Tool.

3. How do I get access to the ECM Tool?

You must complete and submit the ECM Tool User ID Request Form (available via the ECM Support Repository). The Form is submitted/faxed to the ECM System Security Officer (SSO), Samson Abebe. Samson can be contacted at Samson.Abebe@ed.gov or 202.377.3532. Lorenzo Moore Lorenzo.moore@ed.gov or 202.377.3592 is the Alternate SSO.

4.   How do I obtain training for ECM Tool Use?

ECM Training will be provided Monthly. To sign up for training, contact Phillip Wynn at 202.377.3586 or phillip.wynn@ed.gov.

5. Where can I get documentation on the Tool?

All ECM Documentation is available via the ECM Support Repository (only available via the FSA Intranet).

If you are on EDLAN, you can access the ECM Support Repository via the Intranet at the following URL:
http://fsanet/cio/products/it_management/projects.html

Is there training offered?

Yes, Training is offered on a regular basis. To find out when the next ECM Training is scheduled, contact Phillip Wynn, the ECM Tool Training Lead at 202.377.3586

6. How do I log-on to the Tool?

Point your browser to: http://www.fsacq.ed.gov

If you cannot gain access to the Tool, please notify one of the following:

Lorenzo Moore (202) 377-3592
Samson Abebe (202) 377-3532
Phillip Wynn (202) 377-3586

6. What is GCARS? (What is the "ECM/GCARS Integration"?)

GCARS is the VDC's internal Change Control System. VDC resources are able to access both the ECM Tool as well as GCARS however non-VDC resources have access to ECM but not to GCARS. No one other than VDC Resources are able to access the critical information in the GCARS Tool. It is therefore imperative that VDC resources keep all other FSA Application Teams and business owners updated by ensuring that the required data of record is input to the ECM Tool in a timely manner.

The VDC introduced a beta version of an automated interface between the ECM Tool and GCARS (to simplify their activities taken to comply with the FSA ECM Standard).

7. How do I propose Improvements to the ECM Tool or Process?

The ECM Tool's "Submit Dropdown Box" (on Tool's Main display page) allows Users to select "Enhancements". Users should select "enhancements" in order to submit suggested enhancements, identify general ECM Issues of specific ECM Problems.

Note: If you feel that additional items should be included in this list, please contact Phillip Wynn at phillip.wynn@ed.gov